



City of Flagstaff

Comprehensive
Parking Management Program

Administrative Guidelines

June 2017

<https://www.facebook.com/ParkFlag/>

ParkFlag@flagstaffaz.gov

120 N. Beaver Street, Flagstaff AZ

(928) 213-2960

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Part 1 – General Guidelines

I. General

- A. All other parking limits / rules apply, including but not limited to
 - 1. Seasonal parking restrictions
 - 2. Parking within the lines or markings
 - 3. Accessible parking restrictions
 - 4. Parking on sidewalks, loading zones, and similar regulations
 - 5. Vehicle abandonment
- B. ParkFlag will be enforcing all parking violations in the management area
- C. A parking permit does not guarantee a parking space is available
- D. On-duty marked Emergency Vehicles are exempt from all regulations.

II. Permits

- A. Virtual permits – License Plate is the permit
- B. General Permit Rules
 - 1. Multiple License Plates allowed
 - a. Unlimited
 - b. One user at a time
 - 2. Permits limited to use (valid) in zone issued
 - 3. No pro-rated sales or refunds – “As-is” annual permits
 - 4. Misuse of permits = Void
 - 5. Annual = July 1 thru June 30
- C. Verification of Eligibility by ParkFlag
- D. Point of Sale
 - 1. Online – Credit/debit only
 - 2. City Hall – Customer Service counter

III. Program Roll-out

- A. Advance Outreach:
 - 1. Web:
 - a. Marketing: www.ParkFlag.org
 - b. Marketing and Technical: www.facebook.com/ParkFlag/
 - 2. Print, radio and film advertisements
 - 3. One-on-one meetings with businesses
- B. Introductory Period
 - 1. 60 days
 - 2. Courtesy “Failure to Pay Meter” Tickets (No Fine)
 - 3. All other parking tickets normal

IV. Parking Steering Committee

- A. Advises Parking Manager
- B. Continues to meet monthly as needed
- C. Public is welcome

Part 2 - Demand Reduction

I. Transportation Choices

A. Bicycle

1. Coordinate parking and bicycle planning (ParkFlag and FMPO)
2. Include links to FUTS in ParkFlag website
3. Develop parking discount for regular bicycle commuters
4. Include bicycle commute supporting facilities in parking facilities
 - a. Short-term parking
 - b. Long-term Parking
 - c. Bike Share Facilities
 - d. Other facilities such as “stations”

B. Transit

1. Coordinate parking and transit planning (ParkFlag, FMPO, and NAIPTA)
2. Include links to Mountain Line in ParkFlag website
 - a. Site connects users to Travel Training (about NAIPTA services)
3. Develop parking discount for regular transit commuters
4. Encourage and support NAIPTA park-n-ride facilities
5. ParkFlag provides free ecoPASS (See ParkFlag ecoPASS (T Permit))

C. Tele-commuting

1. Develop parking discount for regular tele-commuters

II. Parking Choices

A. Park-n-ride Program

1. Include in parking map: Transit, FUTS, and park-n-rides lots
2. Include links to MoveMeFLAG in ParkFlag website
3. Park-n-ride: Buffalo Park parking lot expansion
 - a. Jury Pools
 - b. Co-ordinated with Streets/Parks Section
4. Develop other park-n-ride lots

B. Carpool / Vanpool

1. E permit - Discount for carpool per Fee Schedule (See Appendix E)

III. Incentives

- A. Educate Employers about Commuter Choice Tax Benefit
- B. Encourage employers paying for employee parking permits to have “cash out” option when not used
- C. Encourage NAPEBT to incentivize active transportation choices for wellness points

Part 3 – Amtrak Permit Parking (A Permits)

- I. Program Overview: Permit holder allowed to park in the Phoenix Avenue Parking Lot, and when so parked is exempt from posted pay-to-park requirements
 - A. Multiple Daily Permits
 - B. Valid
 1. Phoenix Avenue Parking Lot only
 2. (30) Days Maximum
- II. Eligibility:
 1. Amtrak passengers
 2. Quantity Limited
 - a. (9) Permits available Jan 7 thru Dec 7
 - b. (18) Permits available Dec 7 thru Jan 7
 - c. Permits sold on “first come, first serve” basis
- III. Permits:
 - A. Required Linkages
 1. Amtrak Provided “PR” Number
 2. Vehicle License Plate
 - B. Cost per Fee Schedule (See Appendix E)



Part 4 – Downtown Resident Permit Parking (DSFR and DR Permits)

I. Program Overview:

- A. Single Family Residential Properties that have no other uses on the property (DSFR): Permit holder allowed to park in any “Pay by Plate Parking - E Permit Exempt” space, and when so parked is exempt from posted pay-to-park and/or parking time-limit requirements.
 - 1. Annual
 - 2. Valid
 - a. In specific zone only.
 - b. 24/7
 - c. For three parades per year, permits will not be valid for certain streets and dates (determined annually by the Event Permit):
 - i. Armed Forces
 - ii. Fourth of July
 - iii. Holiday Lights
- B. All Other Residential Units (DR): Permit holder allowed to park in any “Pay by Plate Parking - E Permit Exempt” space in a public parking lot, overnight, and when so parked is exempt from posted pay-to-park requirement and prohibition on overnight parking.
 - 1. Annual
 - 2. Valid 10 PM to 7 AM, November 1 through April 1
 - 3. Not valid for on-street spaces
- C. No Guest Permits

II. Areas Served (See Appendix A):

- A. EN or ES Zones
- B. Streets with meters

III. Eligibility:

- A. Residence Existed on July 1, 2016
- B. Resident of Downtown - One per water meter
 - 1. Number of units not considered
 - 2. Number of tenants not considered

IV. Permits:

- A. Required Linkages
 - 1. Proof of year residence established
 - 2. Vehicle License Plate
 - 3. Water Meter
- B. Cost per Fee Schedule (See Appendix E)



Part 5 – Employee / Business Owner Permit Parking (E Permits)

- I. Program Overview: Permit holder allowed to park in any “Pay by Plate Parking - E Permit Exempt” space, and when so parked is exempt from posted pay-to-park requirements
 - A. Annual
 - B. Valid
 1. In specific zone only.
 2. 24/7
 3. For three parades per year, permits will not be valid for certain streets and dates (determined annually by the Event Permit):
 - a. Armed Forces
 - b. Fourth of July
 - c. Holiday Lights
- II. Areas Served (See Appendix A):
 - A. EN or ES Zones
 - B. On-street Spaces and public parking lots
- III. Eligibility:
 - A. Employees / Business Owners with business located within the same zone
 - B. Employees / Business Owners within 600 feet of the zone may choose only one zone in which to get a permit
- IV. Permits:
 - A. Required Linkages
 1. Vehicle License Plate
 2. Employment / Business Verification
 3. Parking Zone
 - B. Cost per Fee Schedule (See Appendix E)
 - C. Permit Sales: Sold by annual lottery until supply increased



Part 6 – Facility Specific Permit Parking (F and C Permits)

I. Program Overview:

- A. Facility Permits (F) - Permit holder allowed to park in “Parking Permit Required – F Permit” parking lot space of a specific facility
 - 1. Annual
 - 2. Valid
 - a. In specific zone only
 - b. 7AM to 5 PM
- B. Council/Supervisor/Commission Permits (C) – Permit holder allowed to park in “Parking Permit Required All Day – C Permit” parking lot space of a specific facility
 - 1. Annual
 - 2. Valid
 - a. In specific zone only
 - b. During the time of the Council/Supervisor/Commission meeting
- C. Subject to variations based on facility owner/operator and agreement

II. Areas Served (See Appendix A):

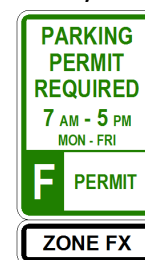
- A. Various zones (for individual facilities or for a group of facilities)
- B. Public or private parking lots of specific facilities that are managed by ParkFlag

III. Eligibility:

- A. Establishing a Facility Specific Permit Parking Zone (ParkFlag parking management)
 - 1. Public or private parking lots of specific facilities
 - 2. Suitable lots:
 - a. Those for which the owners use is symbiotic with ParkFlag use of such lots in off-hours, specifically including for public parking
 - b. Have enough available spaces to warrant management by ParkFlag
 - 3. Management shall be per written agreement between ParkFlag and facility owner/operator
- B. Issuance of permits: Per facility owner/operator and agreement

IV. Permits:

- A. Required Linkages
 - 1. Vehicle License Plate
 - 2. Employment or other verification documents necessary per facility owner/operator’s specification
 - 3. Parking Zone
- B. Cost per facility owner/operator and agreement



Part 7 – Hooding Fee (HE and HS Permits)

- I. Program Overview: Permit holder receives pay-to-park discount when use or closure of parking is purchased with an Encroachment Permit or with a Special Event Permit
 - A. Encroachment Hooding Permit (HE) - Permit holder allowed to park in specific “Pay by Plate Parking” or “Pay by Plate Parking - E Permit Exempt” spaces, and when so parked is exempt from posted pay-to-park requirements
 - 1. Multiple Daily
 - 2. Valid
 - a. Term of Encroachment Permit
 - b. Specified parking spaces
 - B. Special Event Hooding Permit (HS) - Permit holder allowed to close specific “Pay by Plate Parking” or “Pay by Plate Parking - E Permit Exempt” spaces, and when so doing is exempt from posted pay-to-park requirements
 - 1. Multiple Daily
 - 2. Valid
 - a. Term of Special Event Permit
 - b. Specified parking spaces
 - 3. For three parades per year, Special Event Hooding Permits are not required:
 - a. Armed Forces
 - b. Fourth of July
 - c. Holiday Lights
 - C. Hooding is virtual
 - D. Hooding Fee is not required for marked City vehicles performing public maintenance or construction
- II. Areas Served (See Appendix A): On-street Spaces and public parking lots
- III. Eligibility:
 - A. Encroachment Permit holder
 - B. Special Event Permit holder
- IV. Permits:
 - A. Required Linkages
 - 1. Encroachment Permit or Special Event Permit
 - 2. Identification of specific spaces to be hooded
 - 3. Vehicle License Plate (for Encroachment Permit only)
 - B. H permits are issued and fees are charged with (as a part of) the Encroachment Permit or Special Event Permit and does not require a separate purchase
 - C. Cost per Fee Schedule (See Appendix E)

Part 8 – Residential Permit Parking (R and G Permits)

I. Program Overview:

- A. Resident Permits (R) - Permit holder allowed to park in any “No Parking - R Parking Permit Exempt” space
 - 1. Annual
 - 2. Valid
 - a. In specific zone only.
 - b. 24/7
 - c. For three parades per year, permits will not be valid for certain streets and dates (determined annually by the Event Permit):
 - i. Armed Forces
 - ii. Fourth of July
 - iii. Holiday Lights
- B. Guest Permits (G) – Permit holder allowed to park in any “No Parking - R Parking Permit Exempt” space
 - 1. Valid for 24 hours

II. Area Served (See Appendix A):

- A. R1-6 Zones
- B. As requested, on block by block basis

III. Eligibility:

- A. Resident Permits (R) - Water Customers on blocks with Residential Permit Parking - One per water meter
 - 1. Land use (residential or non-residential) not considered
 - 2. Number of units not considered
 - 3. Number of tenants not considered
 - 4. Off-street parking not considered
 - 5. Vacant Lots not considered
- B. Guest Permits (G) – Guests of residents, including contractors

IV. Permits:

- A. Required Linkages
 - 1. Vehicle License Plate
 - 2. Water Meter
 - 3. Proof of ownership (If City record differs)
- B. Guest / Contractor Permits
 - 1. Required Linkages
 - a. Vehicle License Plate
 - b. Resident Permit (Water Meter / Parking Zone)



C. Costs per Fee Schedule (See Appendix E)

V. Citizen Requested Establishment, Modification, or Elimination Residential Permit Parking:

- A. Proponents are encouraged to meet with ParkFlag staff first to obtain current information, required forms, and assistance
- B. Circumstances Required Implementation:
 - 1. Submittal of complete and correct petition requesting parking management
 - 2. Petition Affirmatively Signed by 51% of affected Property Owners
 - a. Property Owners Only
 - i. Corner lots and other multiple frontage lots vote on the frontage of the address
 - b. Each Water Meter entitles Property Owner to One Vote
 - i. Multiple Water Meters = Multiple Votes
 - ii. Land Use (Res or Non-res) Not Considered
 - iii. Number of Units Not Considered
 - iv. Number of Tenants Not Considered
 - c. Any response other than “Yes”, including no response, is counted as a “No” vote
 - d. Alternatively if the petition is circulated to all affected Property Owners by Certified Mail then no response is counted as a “Yes” vote
 - i. ParkFlag will not pay for postage
 - ii. Return Receipts and completed petitions shall be sent directly to ParkFlag
 - iii. Refusal of Certified Mail is considered no response
 - 3. 75% Occupancy of On-street parking Spaces
 - a. Tested by City - Method and Form Determined by City
 - b. Exemptions:
 - i. Any block within three blocks of FDBIRD
 - ii. Any block within three blocks of NAU
 - 4. Each block must comply individually
- C. Configuration of Resident Permit Parking:
 - 1. Street segments by block bounded by street intersections
 - a. Generally about 100 house numbers
 - b. Alleys are not streets and do not form street intersections
 - 2. One of three configuration options
 - a. Option 1 – Two-hour time limited parking in entire area served and permits exempt permit holder from time limit, or
 - b. Option 2 - Open parking ½ of each side of street, and resident parking only (permit required) on remainder of the street, or
 - c. Option 3 – Two-hour time limited parking ½ of each side of street, and resident parking only (permit required) on remainder of the street.



3. Other configurations not available
 4. Per Base Layout (See Appendix B)
- D. Petitions:
1. Required Form (See Appendix D)
 2. List all Property Owners / Water Meters
 - a. Both sides of block(s)
 - b. Regardless of Vote
 3. Includes Requested Configuration
- E. This provision addresses how a citizen request is to be made and how it will be addressed by ParkFlag. It does not restrict the installation of Residential Permit Parking of any configuration, or any other parking controls, by the City without a citizen request.



Part 9 – ParkFlag ecoPASS (T Permits)

I. Program Overview: Permit holder issued a free NAIPTA ecoPASS

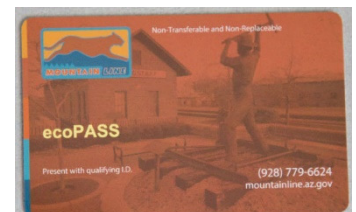
- A. Annual
- B. Valid
 - 1. All routes
 - 2. 24/7
 - 3. Pilot program: Ends June 30, 2018 (unless renewed)

II. Eligibility:

- A. Employees eligible for an E Permit (See Employee / Business Owner Parking Permits (E Permit))
 - 1. Except employees of businesses with more 50 employees
 - 2. Regardless of permit lottery results
- B. In lieu of E permit
 - 1. Vehicle becomes ineligible for an E Permit
 - 2. Permit holder becomes ineligible for an E Permit
- C. Quantity Limited
 - 1. (100) Permits available
 - 2. Permits provided on “first come, first serve” basis

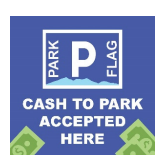
III. Permits:

- A. Required Linkages
 - 1. Vehicle License Plate
 - 2. Employment / Business Verification
- B. Must be surrendered if eligibility for E Permit is terminated
- C. Will automatically void if not used in any (6) month period
- D. Subject to all NAIPTA rules regarding ecoPASSes
- E. Cost per Fee Schedule (See Appendix E)



Part 10 – Pay-to-park

- I. Program Overview: Parkers required to pay for parking
 - A. Pay-by-plate
 - B. Point(s) of sale
 - 1. Multi-space Kiosks – Credit/debit only
 - 2. Online – Credit only
 - 3. Mobile Payment
 - a. Credit/debit only
 - b. App owner's transaction fee
 - 4. Payment with cash
 - a. City Hall
 - i. One cash accepting kiosk
 - ii. Customer Service Counters (Will actually be a type P Permit)
 - b. Private businesses
 - i. Participating businesses
 - ii. Via mobile app
 - 5. Parking validation – via mobile app
 - C. Changed parking regulations in these areas
 - 1. Two-hour parking time limit removed – Pay-to-park for as long as wanted
 - 2. Prohibition on moving cars removed – Feel free to move vehicle as long as paid for
 - D. Non-functioning
 - 1. One kiosk non-functioning = Pay-to-park still applies (networked kiosks)
 - 2. System non-functioning = Two-hour parking
 - E. Hours of Operation: Per schedule (See Appendix C)
- II. Areas Served (See Appendix A): On-street Spaces and public parking lots
- III. Cost: per Fee Schedule (See Appendix E)



Part 11 – Time-limited Parking

I. Program Overview:

- A. 2-Hour Parking – 7am to 8pm – M-S

II. Areas Served (See Appendix A):

- A. Cottage Avenue – Mike’s Pike to Agassiz
- B. Benton Avenue - Mike’s Pike to Agassiz
- C. DuPont Avenue – Humphreys to Agassiz
- D. Ellery Avenue - Humphreys to Agassiz



Part 12 – Compliance and Collections

I. Staffing

A. Parking Aides:

1. With Meter Installation - Add (3) FTE for a total of (4)
2. Ongoing - Add (1) FTE per every 300 spaces added to program

B. Parking Manager:

1. Interim – CD&R Manager

II. Ticket Policies

A. Warnings and escalating fines established for pay-to-park, permit violations, and overtime parking (See Appendix E)

B. Citation Procedures

1. Citations paid at City Hall
2. Citations Contested at Municipal Court
3. Parking Manager / Customer Service authority to void tickets
 - a. Information on the citation is inaccurate or incomplete
 - b. Facts, events or circumstances unknown to the issuing officer
 - c. Ticket in error (compliance demonstrated)
 - d. Mitigating circumstances prevented compliance

C. Heavy Hitters = (3) tickets unpaid for more than 6 months

1. Void Permits by Address
2. Booting
3. Towing
4. Enable MVD program – Attach to Vehicle Registration

D. Citation Fines: per Schedule – See Appendix E

III. Misc.

A. Enforcement routes start at managed facilities parking lots

Part 13 – Assets

I. Parking Lots at Onset of Program

A. Public Parking

1. Phoenix Avenue
2. Beaver Street
3. Leroux Street
4. Visitor Center
5. Wheeler Park
6. Lumberyard
7. Theatricos (excluded from initial installation)

B. Managed Facilities

1. City Hall
2. Cherry (APS) Building
3. Downtown Library
4. County Lots (per Map)

C. Additional Public or Managed Parking Lots may be added using standard City acquisition and approval processes.

II. Multi-space Meters (Kiosks) - Leased

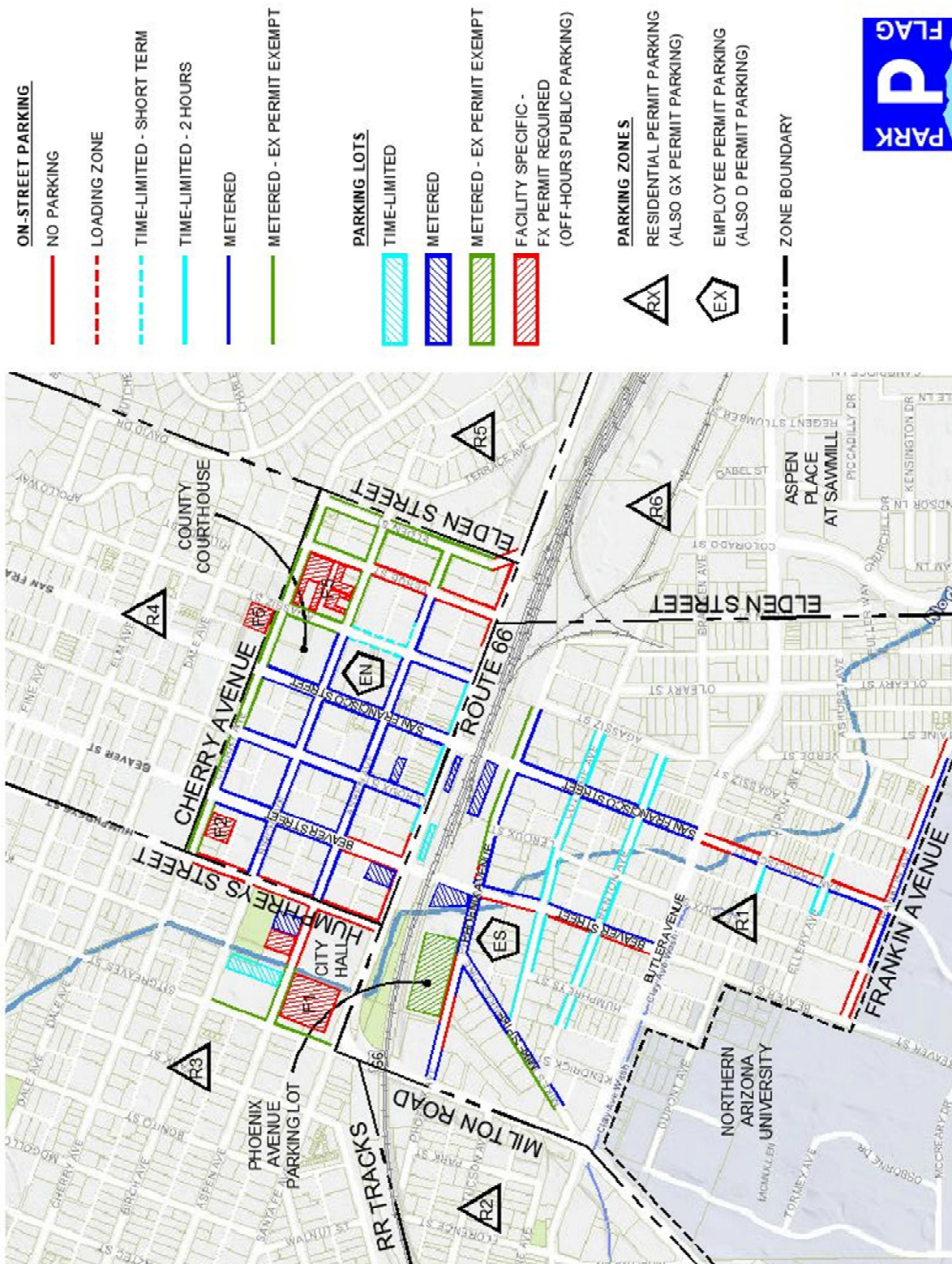
III. Maintenance

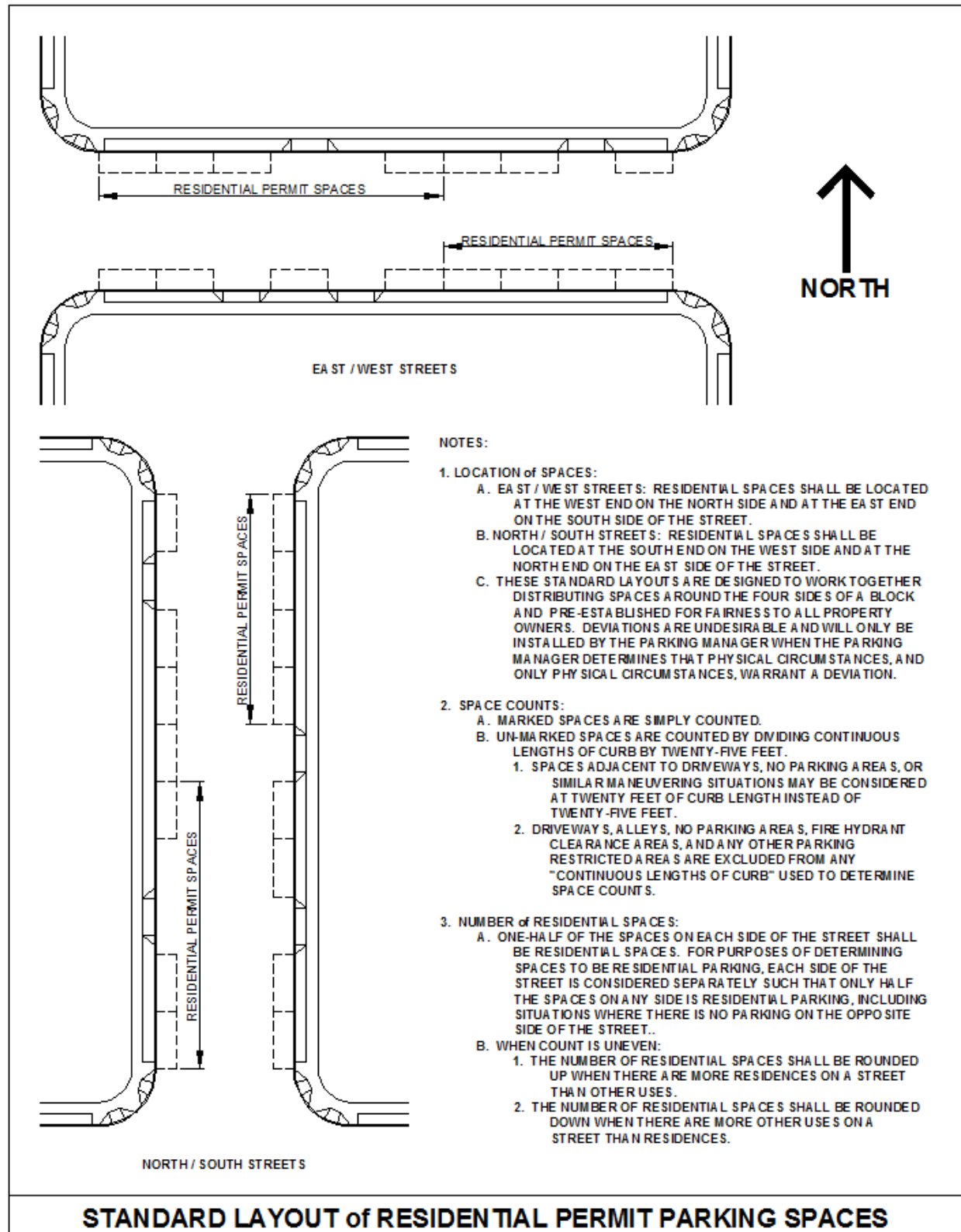
- A. Existing Assets (Parking Lots and Signs) from Existing Budgets
- B. New and Future Assets from ParkFlag Funds

Part 14 – Financial

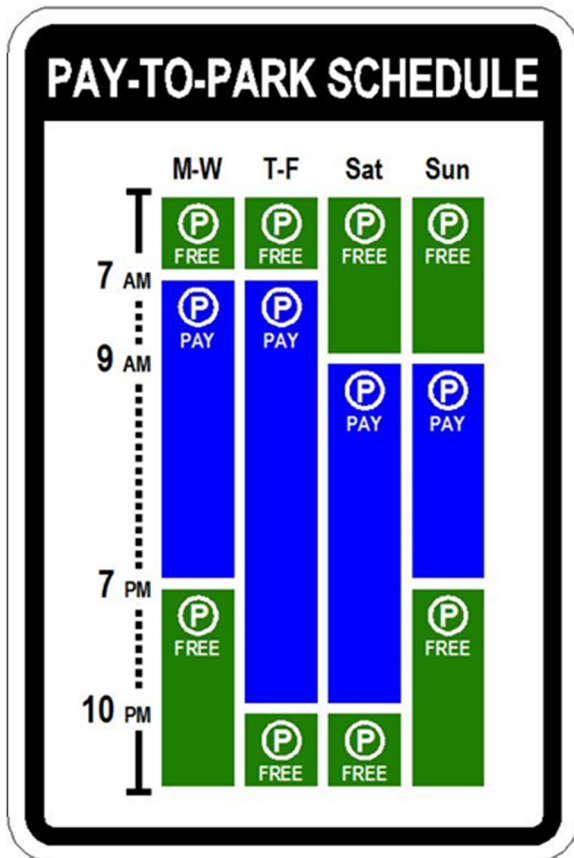
- I. ParkFlag Fund: The City has by ordinance established a Special Revenue Fund for parking and parking management. The revenues and expenses of the parking system are accounted separately from other portions of the City budget. The uses of funds are restricted to parking and parking management. Changes to the ordinance requires special noticing.
- II. Start-up Costs: Funding for the initial capital improvements, equipment, other start-up expenses, and the first year of operations is being provided from the City General Fund. Parking revenues will be used for repayment of City in years two and three.
- III. Capital Reserve: By ordinance, each year, no less than twenty percent (20%) of the annual gross parking revenue will be held in reserve for the acquisition and construction of additional parking.
- IV. Operational Reserve: In determining if additional funds (more than twenty percent (20%) of the annual gross parking revenue) can be placed in the Capital Reserve account, no less than a ten percent (10%) operational fund balance (reserve) shall be carried forward from year to year.
- V. Equipment Capital Financing and Replacement: The Pro Forma is based on financing the pay-to-park equipment (meters) for ten to thirteen years. In the years after the City start-up funding is repaid, the Five-year Plan sets aside funds for the replacement of the equipment.
- VI. Revenues:
 - A. The Pro Forma is based on pay-to-park revenue being the primary revenue of the system.
 - B. Permit revenues and other fees per the fee schedule are relatively minor. The pay-to-park revenue subsidizes the other parking programs.
 - C. After the State portion of citation monies is provided to the State, monies from parking citations collected by the Park Flag office will be deposited in the ParkFlag Fund. Parking citation monies collected by the Municipal Court will be deposited into the General Fund.
- VII. All financial matters subject to the City's Annual Budget process and allocations.

Appendix A – Map of Comprehensive Parking Management

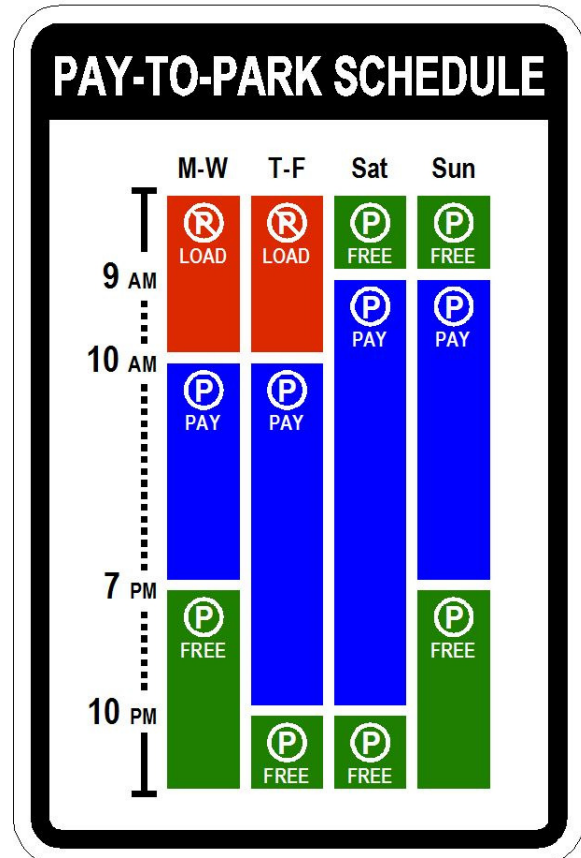




Appendix C – Pay-to-park Schedule



Basic Hours of Operation



Hours at Loading Zones

PLEASE INDICATE LOCATION PROPOSED FOR INSTALLATION OF RESIDENTIAL PERMIT PARKING (Example: 400 block of E Dale Avenue):

If installed, we request the following configuration (Prior to obtaining signatures, please check one box and cross-out lines with un-checked boxes):

- Please print legibly and include all water meters in the area proposed, even if other information or a signature is not obtained.*

Note: ParkFlag staff or Utilities Division staff can assist with the identification of water meter numbers on any particular street segment.

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[illegible]

Note: In order to verify the petition, water meter numbers and email contact information for any person signing the petition is required. Please be aware that the information you provide to ParkFlag (the City of Flagstaff) may be used, disseminated, and retained as needed in conducting the City's official business and some information, such as the names of persons who have signed the petition, may be subject to disclosure in accordance with Arizona Public Record laws.

Send complete, correct, unaltered, original petitions to: ParkFlag, 211 W. Aspen Avenue, Flagstaff, AZ 86001

For information or assistance, please email: ParkFlag@flagstaffaz.gov or call (928) XXX-XXXX

Appendix E – Fee Schedule

I. Permits:

- A. Amtrak Permit (A) - \$8 per day
- B. Downtown Resident Permit (DSFR) – Free
- C. Downtown Resident Permit (DR) – \$60 per Month
- D. Employee / Business Owner Permit (E)
 - 1. Single - \$45 per Month
 - 2. Carpool – Deduct \$5 for each E Permit eligible employee on one permit
- E. Facility Specific Permit (F) – Per Facility Parking Management Agreement (Free)
 - 1. Council/Supervisor/Commission Permits (C) – Per Facility Parking Management Agreement (Free)
- F. Encroachment Hoarding Permit (HE) - \$5 per space per day
- G. Special Event Hoarding Permit (HS) - \$2 per space per half-day
- H. Resident Permit (R) – Free
 - 1. Guest / Contractor Permit (G) – (12) per year free then \$5 per 24 hours
 - 2. Additional Resident Permit – 1st = \$250, 2nd = \$350, 3rd = \$450
- I. ParkFlag ecoPASS (T) - Free

II. Pay-to-park

- A. \$1 per hour
- B. Usage Fees for Mobile App

III. Citation Fine Schedule (See City Code – Title 9) – Summary of changes made with this plan:

- A. Various pay-to-park and permit violations added
- B. Warnings and escalating fines established for pay-to-park, permit violations, and overtime parking - In any given (12) month period:
 - 1. First violation = Warning
 - 2. Second = Current fine (\$35)
 - 3. Third = \$70
 - 4. Fourth or more = \$105
- C. All late fees applied in (15) days if citation not contested or paid